

OUTCOME-BASED QUALITY MONITORING USING CASE MIX AND ADVERSE EVENT OUTCOME REPORTS

Objectives

- **Identify Report Components**
- **Discuss Meaning of Reports**
- **Discuss Steps to Develop a Quality Monitoring Plan**
- **Use Reports to Monitor and Improve Quality of Care**

Handouts

- **Sample Reports (Faircare)**
 - Case Mix
 - Adverse Event Outcome (Graphical)
 - Adverse Event Outcome (Patient Listing)
- **Slide Graphics**

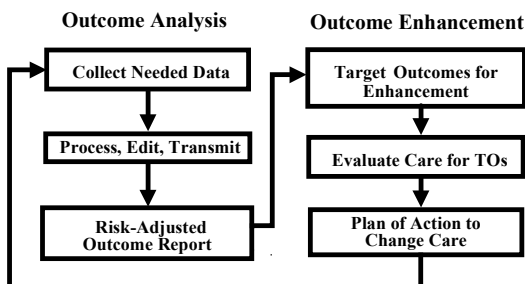
Handouts and Manuals

- Download from:
<http://www.hcfa.gov/medicaid/oasis/hhtrain.htm>

Manual - 3 Parts

- Quality Monitoring Using Case Mix and Adverse Event Outcome Reports
- Accessing OBQM Reports
- Appendix - Guidelines for Reviewing Case Mix and Adverse Event Reports

Two-Stage OBQI Process



Description of Reports

**Beginning of
Episode of Care
=
Start of Care or
Resumption of Care**

The Case Mix Report

The Adverse Event Outcome Report (Graphical)

The Adverse Event Outcome Report (Patient Listing)

Steps to Follow in the QM Process

- Review Each Report
- Prioritize Adverse Event Outcome(s)
- Conduct Review of Care
- Identify Problematic Care
- Develop Plan to Change Care
- Implement the Plan
- Monitor the Plan
- Determine if Change = Difference

Prioritize Adverse Event Outcome(s) to Investigate

- **Those of Most Clinical Relevance to Agency**
- **Those with Highest Incidence (Compared to Reference)**

Developing a Chart Audit Tool

- **List Clinical Actions Expected to Prevent Specific Adverse Event**
- **Use to Review Records and Summarize Findings**
- **Refine and Reuse in Subsequent Investigations**

Summarize Findings of Care Investigation

- **Identify Instances of Highly Appropriate Care**
 - Share Findings with Staff
- **Identify Instances of Problematic Care Provision**

Plan to Change Care Provision

- **Develop an Improvement Plan**
- **State Expectations of Appropriate Care**
- **Implement the Plan**

Monitor the Plan after Implementation

- **Don't ASSUME that Change Will Happen!**
- **Incorporate into Other Record Review Activities**
- **Who Needs to Be Informed of Monitoring Results?**

Determine Whether Care Change Makes a Difference

- **Review the Next Adverse Event Outcome Reports**
- **Do Not Expect Incidence to Drop to Zero**

Current Conditions of Participation

- § 484.52 Evaluation of Agency Program
- § 484.52(a) Policy and Administrative Review
- § 484.52(b) Clinical Record Review

Using Reports in the Survey Process

- State Survey Agencies Will Review Reports Periodically
- Reports May Be Use in the Survey Process
- Surveyors Will Expect Agencies to Use Reports for Quality Monitoring
